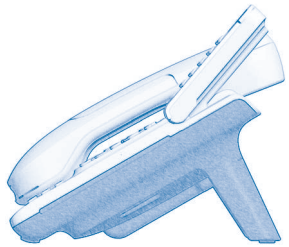
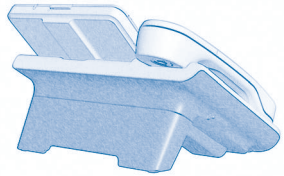
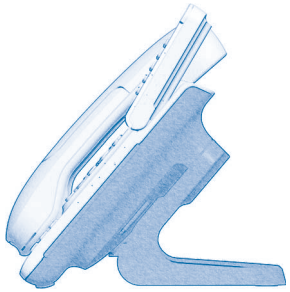
Alcatel **OmniPCX** *Office*
Alcatel 4028/4029







ALCATEL

User manual

Introduction

Thank you for choosing a telephone from the 4028/4029 range manufactured by **Alcatel**.
Your 4028 (IP)/4029 (digital) terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, handsfree),
- the convenient alphabetic keypad, to call your parties by name.

How to use this guide

Actions

Lift the receiver.

Hang up.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Navigator

Move the navigation key up, down, to the left or to the right.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a call, can be used to access the different pages (Menu, Main, etc.) and to return to the telephone screens.

Display and display keys

Smith John

Partial view of display.

Display key.

Audio keys

Speaker,
Handsfree.

Adjustment “reduce”.

Adjustment “increase”.

Programmable keys and icons

Line key.

Icon corresponding to key.

Other fixed keys

Hold and Transfer keys.

MENU key.

Voice mail access key.

Other symbols used

Menu — Means that the feature is accessible from the Menu page.

Main — Means that the feature is accessible from the Main page.

Info — Means that the feature is accessible from the Info page.

Means that the feature is subject to programming. If necessary, contact your installer.

These symbols may be supplemented by small icons or text.

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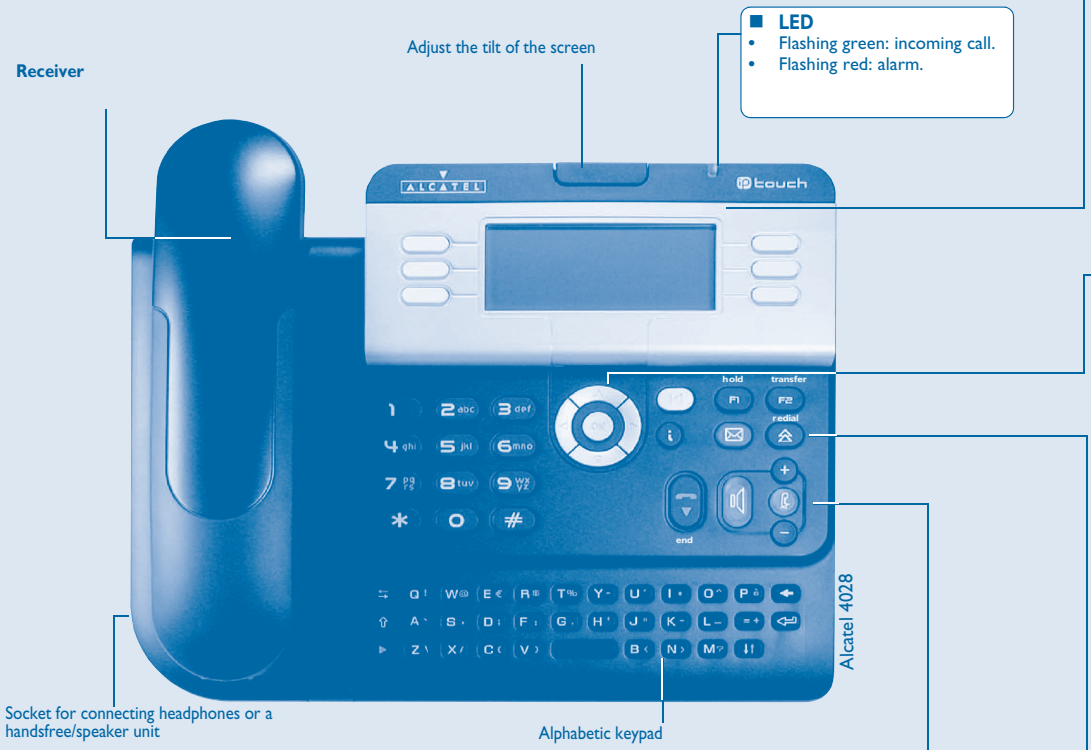
Getting to know your telephone



Audio keys

END key: to terminate a call.

Handsfree/Speaker Key: to make or answer a call without lifting the receiver.
- Lit in handsfree mode or headset mode (short press).
- Flashing in speaker mode (long press).

Intercom/Mute key:
- During a call: press this key so that your party cannot hear you .
- Terminal idle: press this key so that you can automatically answer a call without lifting the receiver .

To adjust the speaker or receiver volume up or down

Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as feature keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Contains several lines and pages providing information on calls and the features accessible via the 10 keys associated with the words on the screen.

Forward icon: pressing the key next to this icon allows you to program or change the forward feature.

Receiver connected.

Appointment programmed.

Silent mode enabled.

Telephone locked.

Display keys: pressing a display key activates the feature shown associated with it on the screen.

Navigation

OK key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a call, provides access to welcome screens (Menu, Info, ...) and to return to the call icon screens.

Welcome screens

Menu page: contains all features and applications accessible via the keys associated with the words on the screen.
Main page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Call display

Incoming call.

Call in progress or outgoing call.

Call on hold.

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

Feature keys and programmable keys

Guide key: used to obtain information on features of the 'menu' page and to program key of the 'main' page.

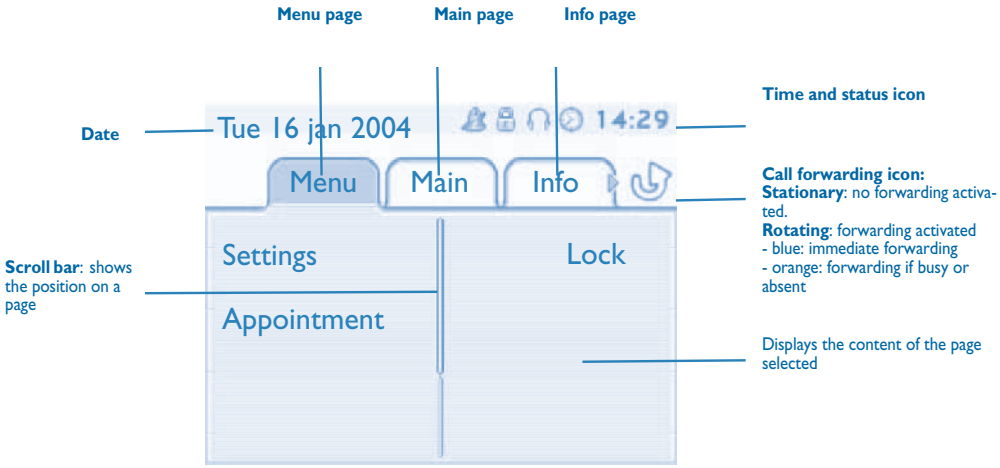
Messaging key to access various mail services
If the key flashes, a new voice message or a new text message has been received.

'Redial' key: to access the 'Redial' feature.

Hold: the call is placed on hold.
Transfer: transfer the call to another number.

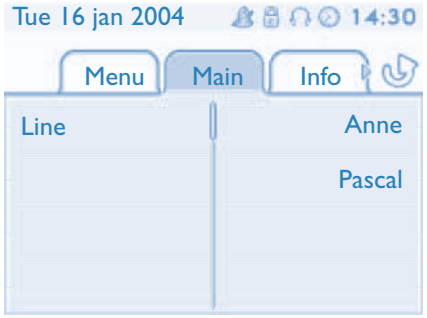
1 Description of the screens

1.1 Welcome screens



- **Menu page:** contains all features and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone features such as calling back one of the last numbers or intercepting calls.

- **Main page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the speed dial keys (apart from those displayed by default).



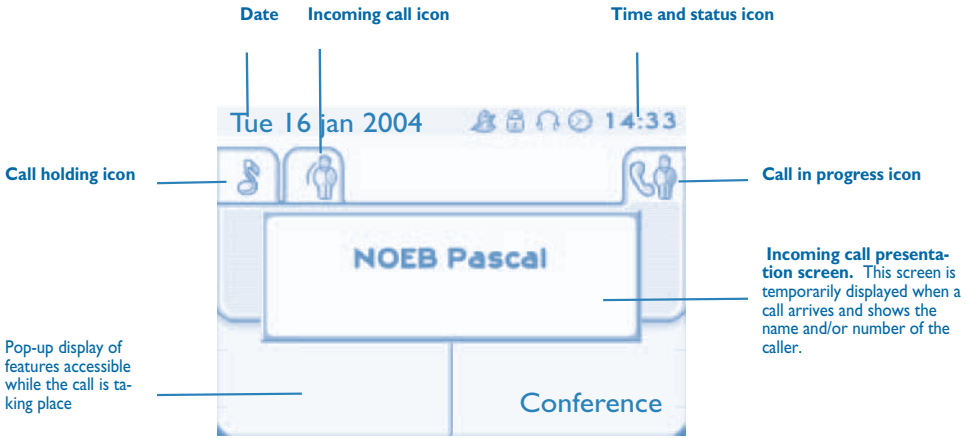
- **Info page:** contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

Description of the screens

1.2 Call management screen


Date
Incoming call icon
Time and status icon
Tue 16 jan 2004
14:33
Call holding icon
Call in progress icon
NOEB Pascal
Incoming call presentation screen. This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.
Pop-up display of features accessible while the call is taking place
Conference

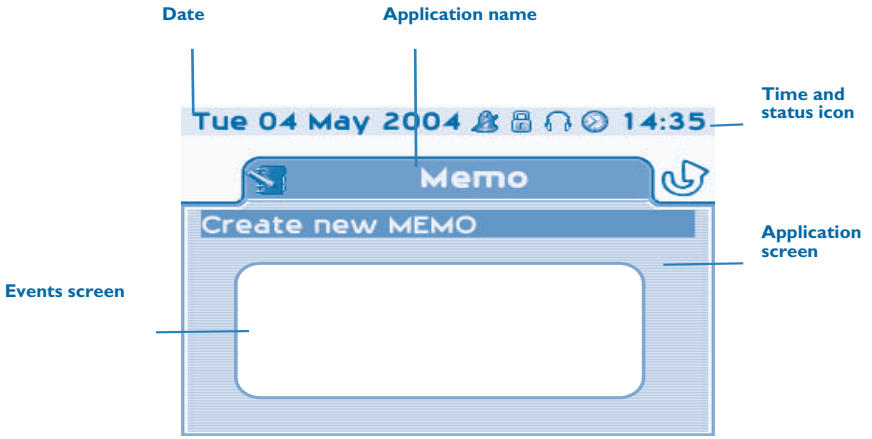
Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the features accessible. These features (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer feature will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

Calls can also be managed from the Main page.
While the call is in progress, press the Back/Exit key and display the Main page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2 Using your telephone

2.1 Making a call

Dial the number for your call — OR — Lift the receiver — OR — Number required

Handsfree — Number required — OR — Programmable line key — OR — Dial by name

You are on a call with the destination number

To make an external call, dial the outside line access code (9) before dialing your party's number. The digit 9 is the default code for an outside line.

For the attendant, dial '0' (by default).

- **If the internal or outside number does not reply:**

Broadcast a message on the loudspeaker of the free terminal — OR — Request callback to a busy terminal — OR — Send a written message

OR — Go to next screen

2.2 Answering a call

Lift the receiver — OR — Handsfree — OR — Press the key next to the **'incoming call'** icon

2.3 Using the telephone in 'Hands free' mode

- Terminal idle:

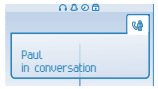
Press and release — Terminate your call

- Call in progress:

You are on a call with the destination number — Press and release

During a call, you can lift the receiver without terminating the call.

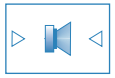
2.4 Activating the loudspeaker during a call (receiver lifted) - Speaker



You are on a call with the destination number

Activate loudspeaker (long press)

→ **the loudspeaker key flashes**



Adjust volume (9 levels)

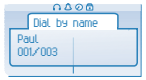
Deactivate loudspeaker (long press)

→ **The key is no longer lit**

press and release the loudspeaker key to switch to handsfree mode (light steady).

2.5 Calling your party by name (company directory)

→ **proposes a name followed by a corresponding telephone number and sequence number in list**

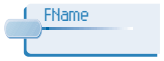


First letters of your party's name

- **If name is OK:**

→ **make the call**

- **If name is not OK:**



Extend search in list

Display the list of party names

Select the desired matching name

Erase last letter entered

Show next name

Show previous name

2.6 Make calls via your programmed call keys

Main

Access the **'Main'** page

Select the party you want to call from the programmed call keys

Call the selected party

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

Directory number

2.8 Screening calls using the voice mailbox

Main

This service lets you screen incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

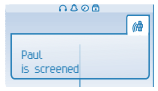
- **Activating call screening :**

'Voice mail filtering' programmed key

Enter your personal code

Same key to stop listening and deactivate the screening

- **When you receive a call:**



Name or number of the caller

→ **you hear the message left by your caller**

Handsfree to take the call

OR OR

To stop listening only

2.9 Redial

Menu

- Redialing the last number dialed (redial):

'Redial' key(short press)

→ **last number redial**

- Call back on the last 10 number dialled

'Redial' key (long press)

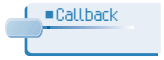
OR

Reach the '**Menu**' page

Select the No. from the last ten dialed

Call desired number

2.10 Requesting automatic callback if internal number is busy

Internal number is busy → 

→ **callback request acknowledged**

- **Cancelling callback request:**

→ **cancellation of callback request acknowledged**

Automatic callback is not available if the set of your party is free or if you are put on hold when the set is busy.

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in handsfree mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**

→ **corresponding LED lights up**

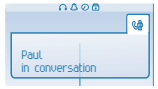
When your caller hangs up, intercom mode remains active.

- **To deactivate - Terminal idle:**

→ **The corresponding LED goes out**

2.12 Sending DTMF signals

Even if your system is not touchtone by default, during a call you sometimes have to send DTMF signals, to a voice server, an automated attendant or a remotely consulted answering machine.



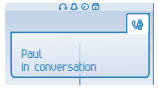
You are on a call with the destination number

To activate

The feature is automatically cancelled when you hang up.

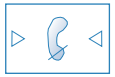
2.13 Mute, so that your party cannot hear you

You can hear your party but he/she cannot hear you:

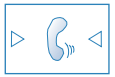


You are on a call with the destination number

Disable microphone → **The key lights up**



Resume the call → **The key is no longer lit**



3 During a call

3.1 Making a second call during a call

You are on a call with the destination number

The first call is placed on hold

Number of second party

Name of second party

- **Other methods for calling a second party**

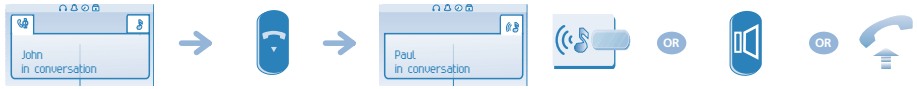
Dial the number for your call.

Name of second party.

- To access the 'Redial' feature (press and hold).
- Call back on the last 10 number dialled (short press).

Programmable line key.

- **To cancel your second call and recover the first:**



Key associated with the **'incoming call'** icon

If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a call

- **A second party is trying to call you:**

You are on a call with the destination number

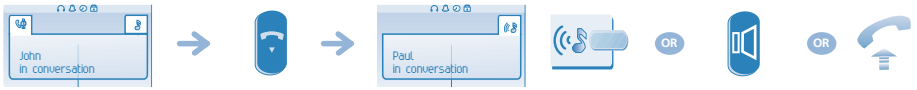
Name or no. of the caller displayed for 3 seconds

- **Answer displayed call:**

Line key for which icon is flashing

The first call is placed on hold

- **To return to your first caller and end the call in progress:**



Key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

During a call, a second call is put on hold.
To alternate between calls:

Key associated with the **'incoming call'** icon

Place your first party on hold

3.4 Transferring a call

- **To transfer your call to another number:**

You are on a call with the destination number

Press 'Transfer' key

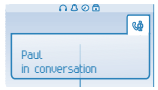
Dial the number to be called

Press to perform the transfer

Transfer between two outside calls may not be possible, depending on system configuration.

3.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your party to the voice mailbox of another party.



You are on a call with the destination number

Number of second party

3.6 Three-way conference with internal and/or external parties (conference)

- During a call, to establish a three-way conference:

Code for "**Conference**" feature

Number of second party

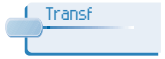
Press to establish the three-way conference

- Cancel conference and return to first correspondant (if conference is active):

- Hang up on all correspondant (if conference is active):

- After the conference, to leave your two parties talking together:

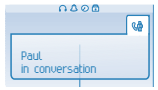
Cancel the conference



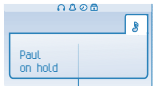
3.7 Placing a call on hold (HOLD)

- **Private hold:**

During a call, you may place the call on hold and recover it later, on the same telephone

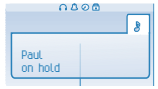


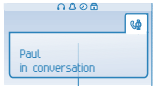
You are on a call with the destination number



your call is placed on hold

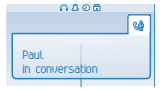
- **Press 'Hold' to recover the call on hold:**



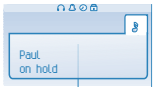


- **Common hold (subject to programming):**

To recover your call on any telephone in your system.



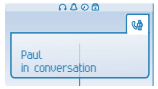
You are on a call with the destination number



Your call is placed on hold

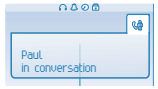
Recover the call on hold from any telephone:

key associated with the **'incoming call'** icon



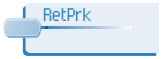
3.8 Parking a call

You can park a call and retrieve it on another extension:



You are on a call with the destination number

- **To recover the parked call:**

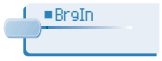


Number of telephone from which call was parked

If the parked call is not recovered within a preset time (1 min 30 by default), it is either transferred to the attendant or it rings back the extension that parked the call, depending on system configuration.

3.9 Barge-in/Intrusion into an internal call

Your party's line is busy. If the number is not "protected" and if authorized, you can intrude into the call:



Same key to exit

- **Protection against Barge-in/intrusion:**

'Communication protection' programmed key

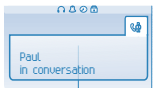
Enter the number desired

Protection is cancelled when you hang up.

3.10 Store a number

Main

During a call, to save the number onto a call key:



You are on a call with the destination number

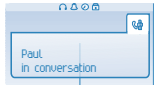
Press a call key on the Main page

Enter the name of your party

Confirm

3.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



You are on a call with the destination number

Adjust audio volume

4 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

4.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.

Lift the receiver (see Making a call) → enter the 'Meet me' conference activation code → OR from the outside, dial the 'Meet me' conference activation call number → enter your telephone number (internal)

Enter your personal code → enter the conference access code → **the conference is set-up**

- Activation code : this code is defined by the administrator during system configuration.
- Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator.
- Password: the default password cannot be used. If necessary, refer to chapter: "Modifying your personal code".

When the conference master on-hooks, all the communications will be cut-off.

4.2 Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).

Lift the receiver (see Making a call) → enter the joining code for the 'Meet me' conference → OR from the outside, dial the 'Meet me' conference joining call number

enter the conference access code → **You are in conference mode**

- Joining code : this code is defined by the administrator during system configuration.
- Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator.

An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.

You cannot join a conference if the maximum allowed number of participants is already reached.

If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).

If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).

5 Sharing

5.1 Receiving supervised call ringing

Main

To receive special ringing for calls to another number:

"Supervised call ringing" programmed key

Press the same key to cancel

5.2 Answering a night or a general bell

Menu

When the attendant is absent, outside calls to the attendant are indicated by a general bell. To answer:

Reach the '**Menu**' page

5.3 Manager/assistant screening

System configuration allows "manager/assistant" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or assistant's telephone:**

→ **Incoming calls are screened by a designated person (assistant, etc.)**

Press **"Screening"** key

Press the same key to cancel

Screening is indicated on the manager's telephone by the icon corresponding to the "screening" programmed key.

5.4 Individual pick-up

Menu

You hear a telephone ringing in an office where no-one can answer. If authorized, you can answer the call on your own telephone.

- **If the telephone ringing is in your own pick-up group:**

'Group call pick-up' programmed key

- **If the telephone ringing is not in your pick-up group:**

reach the '**Menu**' page

Dial the number of the ringing telephone

OR

'set call pick-up' programmed key

Dial the number of the ringing telephone

The system can be configured to prevent call pick-up on certain telephones.

5.5 Answering briefly in place of the attendant

Outside calls to the attendant will ring on your telephone and you can answer the call:

"Attendant help"
programmed key

→ your telephone will ring at the same time as the switchboard

Press the same key to cancel

- **Calls to the switchboard:**

calls to the switchboard will ring on your telephone →

"Attendant help"
programmed key

5.6 Hunt groups

- **Hunt group call:**

Certain numbers can form a hunt group and can be called by dialing the group number.

No. of group to be called

- **Temporary exit from your hunt group:/Return into your group:**

'leave group'
programmed key

your group number

Belonging to a group does not affect the handling of speed dials. A specific telephone within a group can always be called by using its own number.

5.7 Calling an internal party on his/her pager

The number called does not answer and you know that the person called has a pager:

Your party does not answer →

'Paging'
programmed key →

paging in progress is displayed

Your party can answer from any telephone in the system.

5.8 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

your pager beeps →

'Answer paging'
programmed key

Your group number

5.9 Calling a party on his/her loudspeaker

Menu

Your internal party does not answer. If authorized, you can remotely activate your party's phone:

Your party does not answer →

→ you are connected to the loudspeaker on your party's phone (if he/she has the handsfree feature)

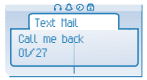
5.10 Sending a written message to an internal party

Dial the number to be called

OR

Enter the first letters of the last name

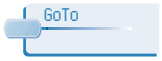
- **Predefined message:**



First message in list (27)

Select the message to be sent

OR



Enter the no. of the message to be sent (01 to 27)

Confirm your choice

AND/OR

Change language of message

Confirm your choice

- **Personal message:**

Create a temporary personal message (alphabetic keypad)

Confirm your choice

- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the assistant	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please retrieve your fax	23	External meeting, back on ___ (*)
10	Please retrieve your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

5.11 Sending a copy of a voice message

Personal code

Select message to copy by consecutive presses

Dial the number to be called

Dial by name

Send message

Record a comment*

- *** To record a comment :**

Start recording the comment

Recording

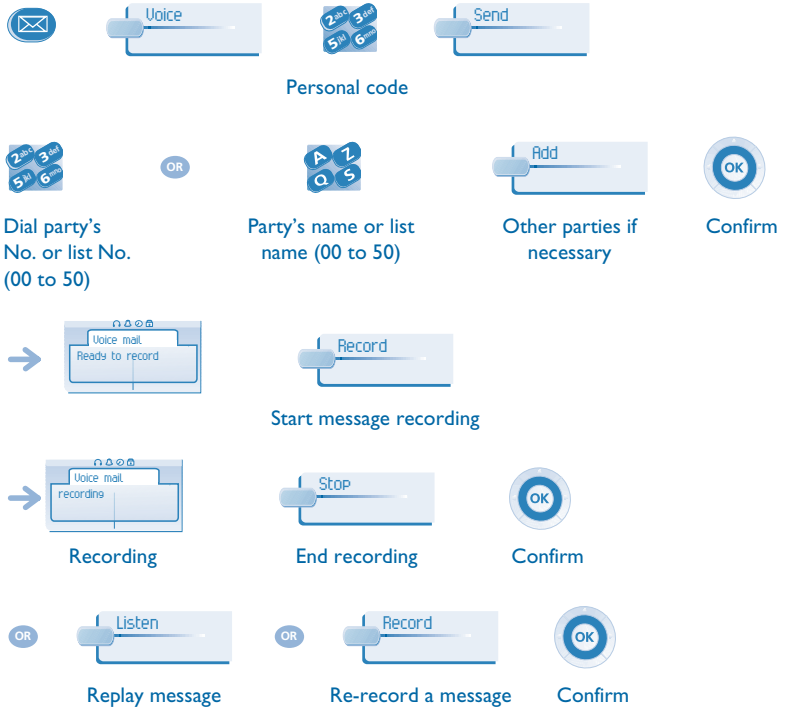
End recording

Replay comment

Re-record a comment

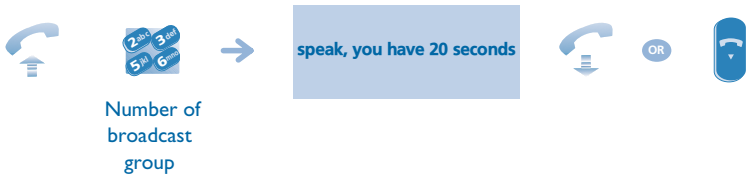
Send message

5.12 Sending a recorded message to a number/a distribution list



5.13 Broadcasting a message on the loudspeakers of a station group

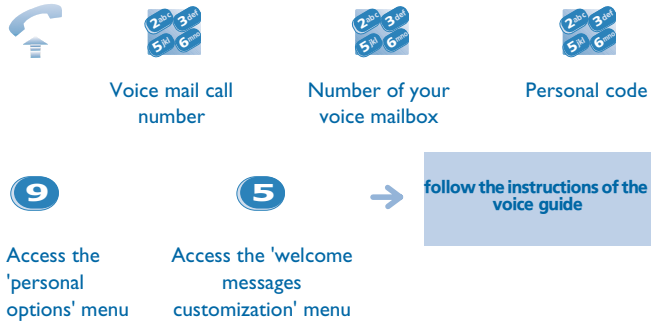
A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



The message will only be broadcast on terminals not in use and which have a loudspeaker.

5.14 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.



6 Keeping in touch

6.1 Selecting calls to be forwarded

When a forwarding is applied, you can select the types of call to be forwarded: outside, internal, all.

Select the type of Out/Int call

Type of call forwarded is displayed

Forward internal and outside calls

Forward outside calls

Forward internal calls

6.2 Diverting calls to another number (immediate forwarding)

The number can be your home, cell or mobile, voice message, or an internal extension (attendant, etc.).

Dial the number to be called

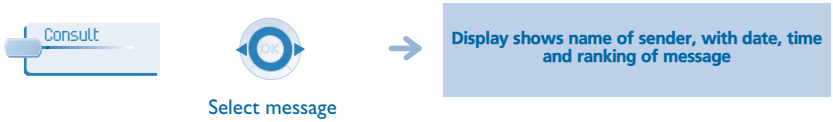
You can make calls, but only the destination number can call you.

6.3 Forwarding your calls to your voice message service

6.4 When you return, review your recorded messages

The light indicates that messages have been received.

Personal code



Select message

Listen to message

Erase message

Call sender of message

Copy

6.5 Activate/deactivate the personal assistant

Menu

reach the '**Menu**' page

Confirm

6.6 Personal assistant: reaching you with one number only

Reach the '**Menu**' page

Select type of forwarding

Dial number of a colleague or other key individual

AND/OR

Dial an outside line number

AND/OR

Dial number of your cell or PWT/DECT

AND/OR

Activate/deactivate transfer to the attendant

Confirm

6.7 Diverting calls to your pager

Callers will be able to contact you while you are moving around the company:

OR

'**Forward to paging**' programmed key

Do not disturb activated

6.8 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
use the "Follow me" feature.

Your extension number

OR

'**Follow-me**' programmed key

Your extension number

Do not disturb activated

6.9 Applying a selective forwarding

You can selectively forward calls, according to the caller's identity:

Do not disturb activated

'**Selective forwarding**' programmed key

6.10 Diverting all group calls

You can forward all your group calls to another internal number:

'**Group calls forwarding**' programmed key

Number receiving forwarding

Do not disturb activated

6.11 Cancelling all forwardings

'Cancel all forwarding' programmed key

Program another type of forwarding, if desired

6.12 Cancelling a specific forwarding

programmed key corresponding to type of forwarding (group or selective)

6.13 Diverting calls when your line is busy (forward if busy)

Callers can be forwarded to another telephone if you are already on the line.

number receiving forwarding

forwarding is acknowledged

OR

'forward on busy' programmed key

number receiving forwarding

6.14 Do not disturb

You can make your terminal temporarily unavailable for all calls.

'DND' programmed key

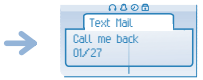
Do not disturb activated

Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

6.15 Leaving a recorded message for internal callers;

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

- **Predefined message:**



First message in list (27)

Select the message to be sent

Enter the no. of the message to be sent (01 to 27)

Confirm your choice

Change language of message

Confirm your choice

- **Personal message:**

Create a temporary personal message (alphabetic keypad)

Confirm your choice

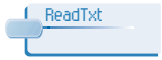
- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the assistant	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please retrieve your fax	23	External meeting, back on ___ (*)
10	Please retrieve your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

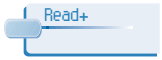
6.16 Consulting written messages

The light indicates that messages have been received.

Number of messages received



displays the sender's message on the screen



Displays the rest of the message and the date and time it was left

Next message.

Previous message.

Erase message.

Call sender of message.

Sending a written message to an internal party.

Save the sender's number in your directory.

Terminate consultation.

6.17 Message notification

Menu

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.

Reach the '**Menu**' page

- **Activate/deactivate message notification:**

Press consecutively to activate/deactivate

Confirm

- **To pause recording:**

Enter the number desired

Confirm

- **Change the time slot:**

the time slot during which notification is activated can be changed.

Change times

Confirm

7 Managing your charges

7.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

'Project code" programmed key

Enter the number of the terminal to receive the message

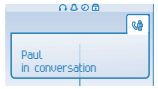
Password for this internal telephone

Enter the party's number

- **Adding or changing a business code during a call:**

"Business account code during call" programmed key

7.2 Finding out the cost of an outside call made for an internal user from your terminal

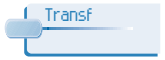


During an internal call

Programmed key **'Cost Total Recall'**

the call is placed on hold

Outside number called



Transfer call to your party on hold

- **When the internal party who has taken the call on-hooks, you are called back and can:**

1. Read information concerning call (cost, duration, number of units...).

name of internal user and cost of call

2. Print a charge ticket.

3. Terminate consultation.

8 Programming your telephone

8.1 Initializing your voice mailbox

Light flashes		Enter your personal code, then record your name following the voice guide instructions

Your personal code is used to access your voice mailbox and to lock your telephone.

8.2 Customizing your voice greeting

Menu

You can replace the greeting message by a personal message.

Reach the '**Menu**' page

Ready to start recording — Recording

End recording — To pause recording — Press to return to the default message — Confirm

8.3 Modifying your personal code

Menu

Your personal code is used to access your voice mailbox and to lock your telephone.

Reach the '**Menu**' page

Old code (4 digits) — New code (4 digits)

As long as your voice mailbox has not been initialized, the personal code is 1515.

8.4 Configuring the telephone ringer

Menu

Reach the '**Menu**' page

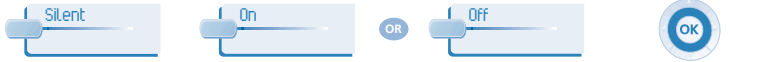
▼ Choose the tune:

Select the melody of your choice (16 tunes) — Confirm your choice

▼ Adjusting the ringer volume:

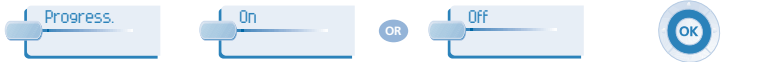
Select the level of your choice (12 levels) — Confirm your choice

Activate/deactivate silent mode:



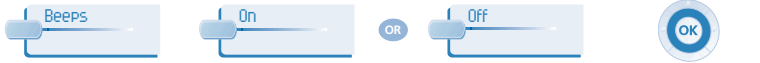
To activate | To deactivate | confirm your choice

Activate/disable meeting mode (progressive ringing):



To activate | Todeactivate | confirm your choice

Activate/deactivate discreet ring mode:



To activate | To deactivate | confirm your choice

Adjust ringer volume while a call arrives:

Your telephone rings → Adjusting the ringer volume:

8.5 Adjusting screen brightness

Menu

Reach the '**Menu**' page

increase or reduce the brightness of the screen or keys (of the extension unit) by pressing consecutively on the corresponding keys

8.6 Selecting the welcome page

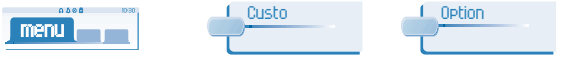
Menu

This feature is used to choose the page displayed by default on the telephone.

Select the default page | Confirm your choice

8.7 Selecting language

Menu



Reach the '**Menu**' page

Select the default page | Confirm your choice

8.8 Programming speed dialing (speed dials) keys (Main page)

Main

Access the **Main** page using the navigator | Press a call key on the Main page | Enter the name

Enter the number

8.9 Erase a programmed key

Main

Access the **Main** page using the navigator

Select the key to erase

8.10 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

Reach the '**Menu**' page

Select the type of appointment (temporary or permanent)

Enter time of appointment

Confirm the appointment time

- **At the programmed time, your telephone rings:**

If you are on call, the display flashes and an audio tone is generated. After unanswered calls, a temporary request is cancelled but a permanent request remains in memory.
If your calls are forwarded to another terminal, the forwarding is not applied to the reminder call.

- **To cancel your reminder request:**

Reach the '**Menu**' page

Select the type of appointment (temporary or permanent)

8.11 Identifying the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

8.12 Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):

(Long press)

when telephone is not in use, background music is played

Press the same key to cancel (Long press)

The music stops when a call is made or received and starts again when you hang up.

8.13 Lock / unlock your telephone

Menu

Reach the '**Menu**' page

Depending the displayed informations, enter your password or confirm

your telephone is locked/unlocked

8.14 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, handsfree kit or loudspeaker.

reach the '**Menu**' page

8.15 Activating/deactivating 'forced headset' mode

Menu

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver.

Reach the '**Menu**' page

Activating/deactivating **'forced headset'** mode

9 ACD : Agent set / Supervisor station

9.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

9.2 Open an agent session (login) - Agent set

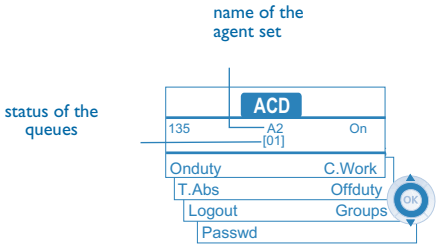
Select the ACD application

Select the agent and validate

Depending the displayed informations, enter your password or confirm

→ **ACD application welcome screen display**

9.3 ACD application welcome screen - Agent set



- **[01]** means: 1 call waiting (Alcatel 4028/4029 - Alcatel 4008/4018/4019).

9.4 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- **In service**, the agent is ready to receive calls.
- **Withdrawn** , the agent has withdrawn from the ACD application.
- **Additional task**, the agent is performing a task concerning a call and is not taking other calls.
- **Temporarily absent**, the agent has taken a break and is not taking calls.

The agent can change the operating status directly by entering codes (on all sets), by pressing the function keys on the set (Alcatel 4028/4029 and Alcatel 4038/4039/4068 sets), or using the 'Agent Assistant' agent software on PC (if available).

9.5 Changing the operating status of the set - Agent set

Changing using codes (all sets)

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.

enter the feature code to activate

Statuses	Codes
in service	
withdrawn	
additional task	
temporarily absent	

→ **A melody is played: activation accepted, the change of status has been carried out**

OR **A 'buzzer' type alarm sounds: activation refused, the set is probably not taken into account by the call centre; you should contact your administrator**

Change by function keys (Alcatel 4028/4029 and Alcatel 4038/4039/4068)

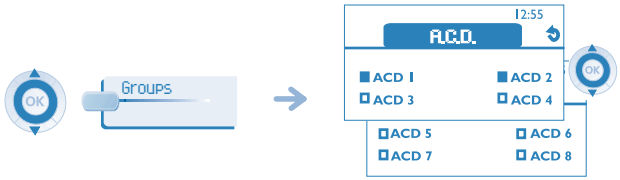
Press the function key of the status to be activated. Information relative to the selected status is displayed on the screen. If a refusal message is displayed, contact the system administrator.

9.6 Modifying your personal code - Agent set

New code (4 digits)

ACD : Agent set / Supervisor station

9.7 Integrating another group/leaving a group - Agent set



Press the key of the group (1 to 8) to integrate (box empty) and/orpress the key of the group to leave (box full)

9.8 Agent set - Close the agent session (logout)

9.9 Supervisor station

A supervisor can review the messages left in the voice mailboxes of the call centre groups (maximum 8 groups) using the function keys on an Alcatel 4028/4029 or Alcatel 4038/4039/4068 set.

A supervisor can also perform the agent function from the same set.

9.10 Supervising group mailboxes - Supervisor station

- **Consulting the messages:**

When a message is left in a group mailbox, the voice mail present indicator associated with the supervision key flashes.

Press the supervision key

follow the instructions of the voice guide

When a mailbox is reviewed by a supervisor, the other supervisors cannot access it.

- **Supervision keys for group mailboxes and positioning on the sets:**

Access the 'Main' page

Compliance

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however confirm in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some features of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
EC countries: we, **Alcatel Business Systems**, declare that the Alcatel 4028 and 4029 products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

Operating conditions
Operating temperature range: -5°C /45°C.
Acoustic shock protection
The acoustic level of the signal generated by the handset earpiece is less than 136 dBspl for a transient signal and less than 125 dBA for a continuous signal.
Directive 2003/10/EC specifying the risks inherent in noise at work
The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:
- reduce the setting (9 levels of 5 dB)
- program a progressive ring.

Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.
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